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STATE OF DELAWARE	D-05	1 OF 2
DEPARTMENT OF CORRECTION	RELATED NCCHC/ ACA STANDARDS: P-D-05/4-4348, 4-4351, 4-4414 (ESSENTIAL)	
CHAPTER: 11 HEALTH SERVICES	SUBJECT: SPECIALIZED AMBULATORY CARE	
APPROVED BY THE COMMISSIONER:		
EFFECTIVE DATE: 11-19-07		

PURPOSE:

Specialty care that is not available on site is available off site.

POLICY:

1. At time of consultant request for specialty care, there is a corresponding progress note that documents the reasons for the request and discussion with the patient.
2. An order for the consultation will be completed along with a consultation request form to include timeframe for the service to be provided (urgency), which documents sufficient history and reasons for the consultation as well as any questions that the consultant is expected to answer.
3. The UR process for routine requests should provide a response within no more than five (5) days. The Regional Medical Director should be called for approval of all urgent request authorizations. Return visits to a consultant/specialist, which is part of a set treatment plan that has been initially approved, do not require repeated UR approval.
4. Initial urgent/emergent requests are to be completed as soon as clinically indicated, based on the discussion between primary care provider and Regional Medical Director. Routine requests are expected to be completed within 40 days. For the routine request whose scheduled appointment exceeds 30 days, the patient is to be seen by the primary care physician at 30 day intervals. If the primary physician feels that the clinical presentation warrants an appointment earlier than the 30 day timeframe, they will contact the Regional Medical Director for an earlier appointment and document such in the progress note. Follow-up requests are scheduled consistent with consultant recommendations unless primary care physician documents an alternative plan.
5. The consultations request form and any other pertinent information accompanies the patient via correction office staff to the specialist. The patient is expected to return from the consultation with the consultant's preliminary report along with the recommendations

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carried by the correction officer. The patient will be brought to a designated medical area where the patient and the documents will be reviewed by a nurse. The nurse is responsible for contacting a physician for any changes in orders as noted in the consultation report. The provider will review all consultation reports within 1 business day of return from consult. Provider will see the patient and document the discussion with the patient regarding the medical plan within seven (7) days of consult visit.

6. A system for tracking timeliness of visits and availability of reports must be utilized.

References:

National Commission on Correctional Health Care: Standards for Health Services in Prisons, 2003, P-D-05

American Correctional Association: Standards for Adult Correctional Institutions, 4th Edition, 2003, 4-4348, 4-4351,4-4414.